



HEALTH AFFAIRS



Access the Possibilities

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Computer/Electronic Accommodations Program



Current Employment Challenges



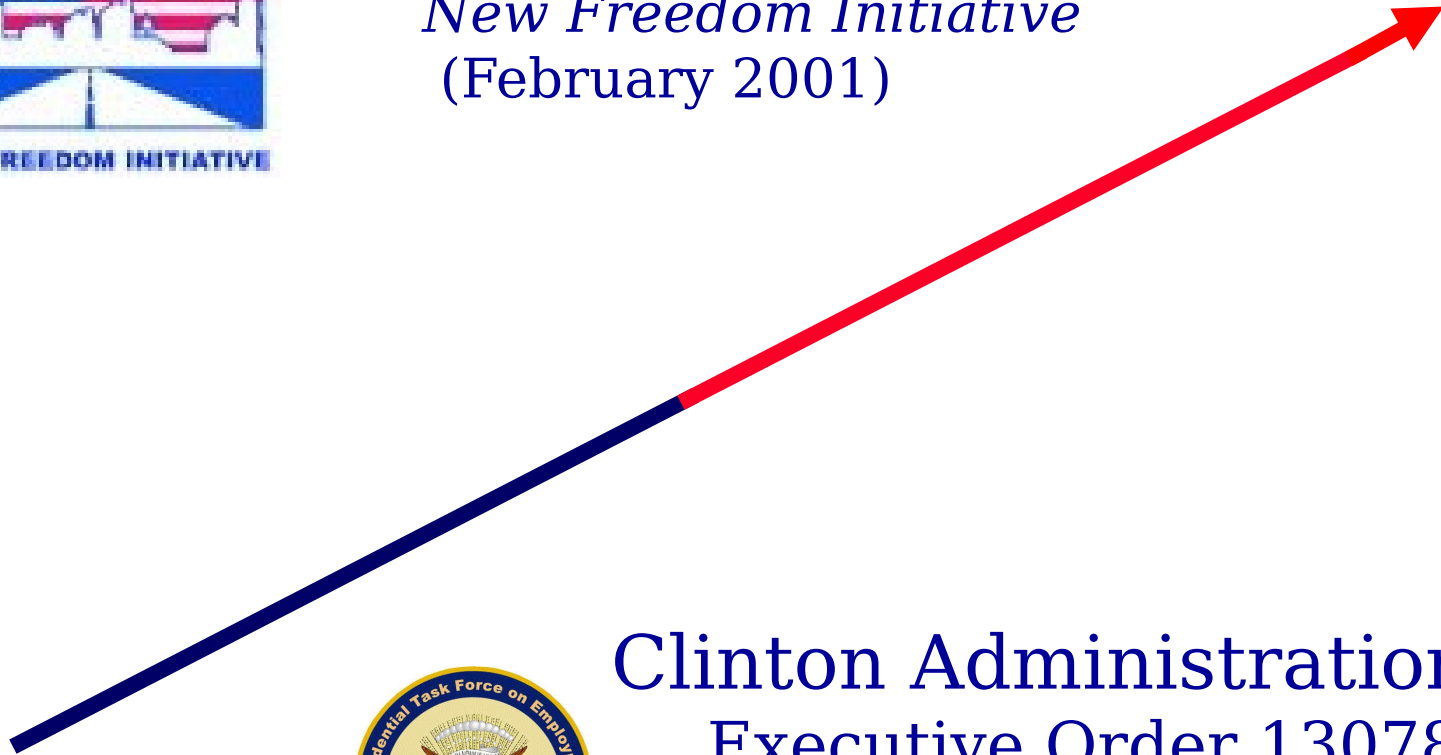
- Comply with Federal regulations and Administration initiatives
- Promote a work environment to support today's diverse workforce
- Find people with the required skill sets to fill positions
- Promote and retain qualified employees
- Ensure the Federal environment is



Timeline



Bush Administration
New Freedom Initiative
(February 2001)



Clinton Administration
Executive Order 13078,
Increasing
Employment of Adults with
Disabilities (March 1998)

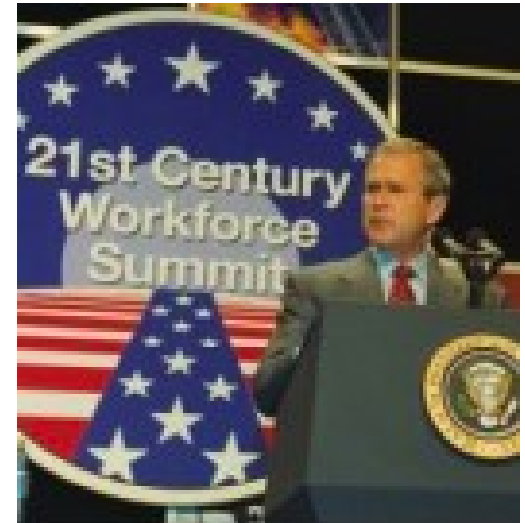


New Freedom Initiative



- **Progress Report**

- Expedited Section 508 Implementation- *June 19, 2001 Announced his strong support at Department of Defense, CAPTEC*
- Produced technical guidance for Federal agencies in complying with Section 508
- Expanded Telecommuting- \$20 million in grants for purchasing equipment to work from home
- Secured \$65 million for FY02 research in the area of universal design and assistive technology
- Continued enforcement of Americans with Disabilities Act

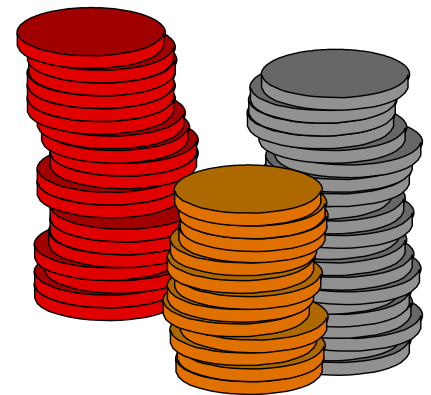




Cost of Accommodations



- No Cost to Employer - 31%
- Between \$1-500 - 38%
- Between \$500-1000 - 19%
- Between \$1000-5000 - 11%
- More than \$5000 - 1%





Making Reasonable Accommodations



- Making facilities accessible
- Job restructuring
- Modified work hours or location
- Provide qualified readers and interpreters
- Orientation: new employee, co-worker, workplace
- Acquisition or modification of equipment or assistive devices



Background



- CAP was established in 1990 as DoD's centrally funded program to provide accommodations
- National Defense Authorization Act

Assistive Technology Accommodations Program (10 U.S.C. § 1582 SEC. 1102)

"The Secretary of Defense may provide assistive technology, devices and services...to...any department or agency of the Federal Government...for its employees with disabilities...upon request of the head of the agency."



CAP Mission



To provide assistive technology and accommodations to ensure people with disabilities have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal Government



Objective



- Assist Federal agencies in providing assistive technology and services for individuals with disabilities
 - Section 501, 504
 - Executive Order 13164-Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation



Objective



- Support Federal agency goals of employing and retaining persons with disabilities
 - Section 501
 - Executive Order 13163-Increasing the Opportunity for Individuals with Disabilities to Be Employed in the Federal Government
 - Workforce Recruitment Program
 - Healthy Work Practices Program
 - Telework Program



Objective



- Assist Federal agencies by providing assistive technology to increase access to programs and activities
 - Section 504
 - Training Centers
 - Job Placement Offices
 - Military Treatment Facilities
 - Department of Defense Education Activity



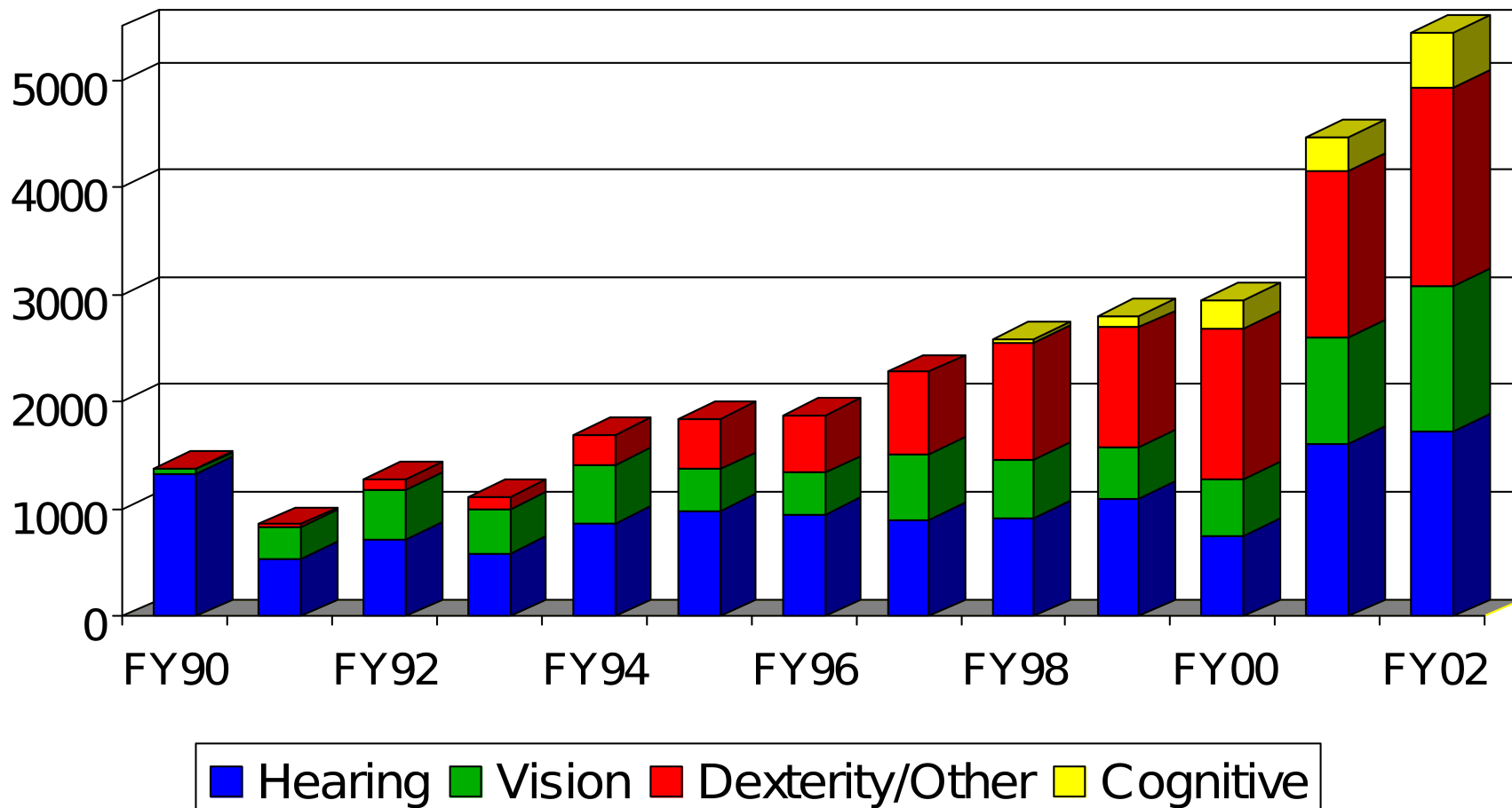
Objective



- Support Section 508 to ensure computer integration and accessibility
 - Training Programs
 - CAP Website
 - CAPTEC



CAP Accommodations Profile by Disability (FY90- FY02)





Real Solutions for Real Needs



- Develop a centrally funded program for assistive technology and accommodations
 - Takes responsibility away from manager
 - DoD and Non DoD
- Provide quick and appropriate accommodations to your employees
 - Increase employment of people with disabilities
 - CAP provided over 30,000



eCAP



- Assist Federal agencies in providing assistive technology and services for individuals with disabilities
 - Needs Assessment
 - Accommodation Solution
 - Request Submission
 - Training
 - Customer Care

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The success of the CAP accommodation process begins with your involvement in the identification of the appropriate accommodation solutions. In order for CAP to expedite your request, follow the five step process: 1) needs assessment, 2) Accommodation Solution, 3) complete and submit the CAP Request Form, 4) identify if training is required and 5) feedback on customer service you received from CAP.

For additional information, go to [CAP Services](#).

Needs Assessment

Examine your job requirements and functional capabilities.

Accommo-dation Solution

Assistive technologies and related services that might be right for you.

Request Submission

Now that you have determined a solution, request it here!

Training

Learn how to best use your assistive technology or to arrange other training needs.

Customer Care

Discover how CAP ensures you receive excellent service.



Enter your E-mail

Submit



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Needs Assessment

Accommodating Persons with Disabilities:
The Needs Assessment Process

Choosing appropriate accommodations is best done on a case-by-case basis. It is important to recognize that people with disabilities have different capabilities and varying degrees of disabling conditions. Accommodation needs must be evaluated in light of a person's job functions and technical environment (e.g., workstation configuration). To ensure that the appropriate accommodations will be provided, a needs assessment should be conducted addressing three areas: The Job, The Individual, and The Solution.

A. The Job

Start the needs assessment process by reviewing your job to determine the best tools to meet your needs

B. The Individual

The needs assessment process considers the requirements of the job and the skills and abilities of the individual.



Enter your E-mail



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Accommodation Solution

Successful accommodation of people with disabilities can be achieved by reviewing the current position, identifying the potential barriers and providing the appropriate accommodations. It is essential that the employee being accommodated and their supervisor work together to evaluate the worksite and determine the most effective accommodation. CAP accommodation specialists assist in:

- Identifying the best accommodation for the person's needs ensuring the accommodation is compatible with the workstation, computer and telecommunication systems
- Identifying alternative approaches and accommodations that may be more suitable for the individuals in the specific work environment
- Ensuring that the individual is involved in determining the most appropriate accommodation and completing the request for assistive technology and/or services

Choose an Accommodation Solution



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Accommodation Solution

Assistive Technology

Deaf/Hard of Hearing

Teletypewriters (TTYs): TTY's provide telephone access by typing and reading messages on a typewriter-like telephone device that is connected to a phone line.

PC TTYs: PC-TTY's use software, modems, or network solutions to allow TTY conversations on the computer. TTY software provides users a full-screen view of TTY conversations and the ability to retrieve TTY messages from remote locations.

Network TTY: Network-based TTY hardware and software provides a LAN/WAN based TTY solution, so as many users on the network can communicate with each other, and have capability to communicate with TTY users outside the network.

TTY/Voice Carry-Over Telephones: TTY telephones, with both a handset and a keyboard, can be used either as a TTY or as a telephone. The TTY conversation can be read on a LCD screen.



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People with Disabilities

Assistive Technology



Personal FM System



AT-216



Listen Personal FM System





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People with Disabilities

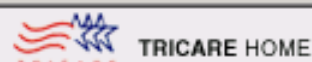
Communication

Assistive Technology - AssistiveListeningDevices



Personal FM System- 3V Basic System The speaker wears a small bodypack transmitter while the listener uses a small personal receiver and earphone. Lightweight and simple to use Minimize background noise from the speaker thus maximizing speech understanding for the listener Operates on 2 (AA) batteries (non-rechargeable alkaline or rechargeable Ni-Cad) and have a longer battery life than previous models

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Request Submission

CAP uses a team approach in the request process. We are divided into disability teams - Deaf/Hard of Hearing, Dexterity, and the Blind/Low Vision/Cognitive and Communication team. Once you have completed the needs assessment and/or identified the appropriate accommodation, the CAP Request Form should be submitted to request the solution that is identified. The form is reviewed by the appropriate CAP Team for completeness and compatibility of the requested accommodation for a person and/or office environment. Please make sure you address how the accommodation will assist the user or increase access to an office. Additional information or medical documentation may be required. Examples of additional requirements include documentation for assistive technology for ergonomic related injuries or for the need of a larger monitor.

Name of Person or Office to be Accommodated:

Enter your E-mail

First Name:



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Training

CAP will cover costs of training to help people with disabilities (DoD or Federal agency partners) learn to use all types of assistive technology accommodations. The [CAP Accommodation Request Form](#) should be submitted to request training.

More on [Assistive Technology Training](#)

CAP provides support services for [DoD employees with disabilities](#) attending training classes for 2 days or more. The agency requesting service is responsible for making the arrangements for the services of the interpreter, reader, or personal assistant. A CAP Request Form needs to be submitted to the CAP Office fifteen days prior to the beginning of the training session. CAP can provide the following support services for people who attend training classes:

- **Sign Language Interpreters and Computer-Aided Real-Time Notetaking (CART) Services:** CAP will cover the cost of sign language interpreters or CART services for people who are deaf or hard of hearing who must attend information technology or computer related training courses. [Interpreter Services Database](#)



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Accommodation Solution

Interpreters

Search CAP Interpreter Database

The CAP Interpreter Services Database is a compilation of the services CAP is aware of throughout the country.

This form enables searching through the Interpreter Database by name, state, type of service, and whether the agency accepts Government VISA. Select the desired option (s) and then Search.

The next screen will show a list of matches. The returned hits may be re-ordered by choosing a drop-down box (Name, State, Type, VISA) and selecting the "Re-order the Listings" button. This will allow quick sorting.

To add or change information in the database, contact [Paul Singleton](#).

Select any combination of options to narrow your search:



Provide Assistive Technology and Services



Computer input devices

- Alternative keyboards, pointing devices, voice recognition systems

Computer output devices

- Screen readers, large monitors, Braille terminals

Telecommunication devices

- PC based TTY

Assistive listening devices

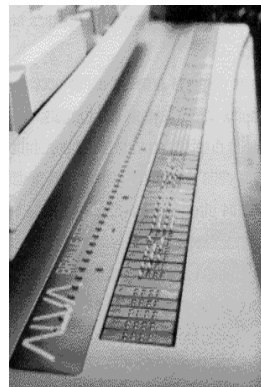
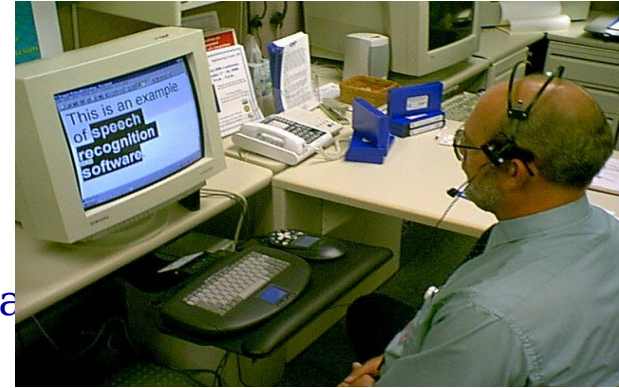
- Personal amplification devices, amplified hands

Alternative forms of documentation

- Braille, large print, electronic

Captioning services

Other technology and services to facilitate access





Employment Initiatives



- **Support Federal goals of employing and retaining persons with disabilities:**
 - Workforce Recruitment Program
 - Healthy Work Practices Program
 - Workers' Compensation Recipients
 - Telework/Flexiplace Program



Workforce Recruitment Program (WRP)

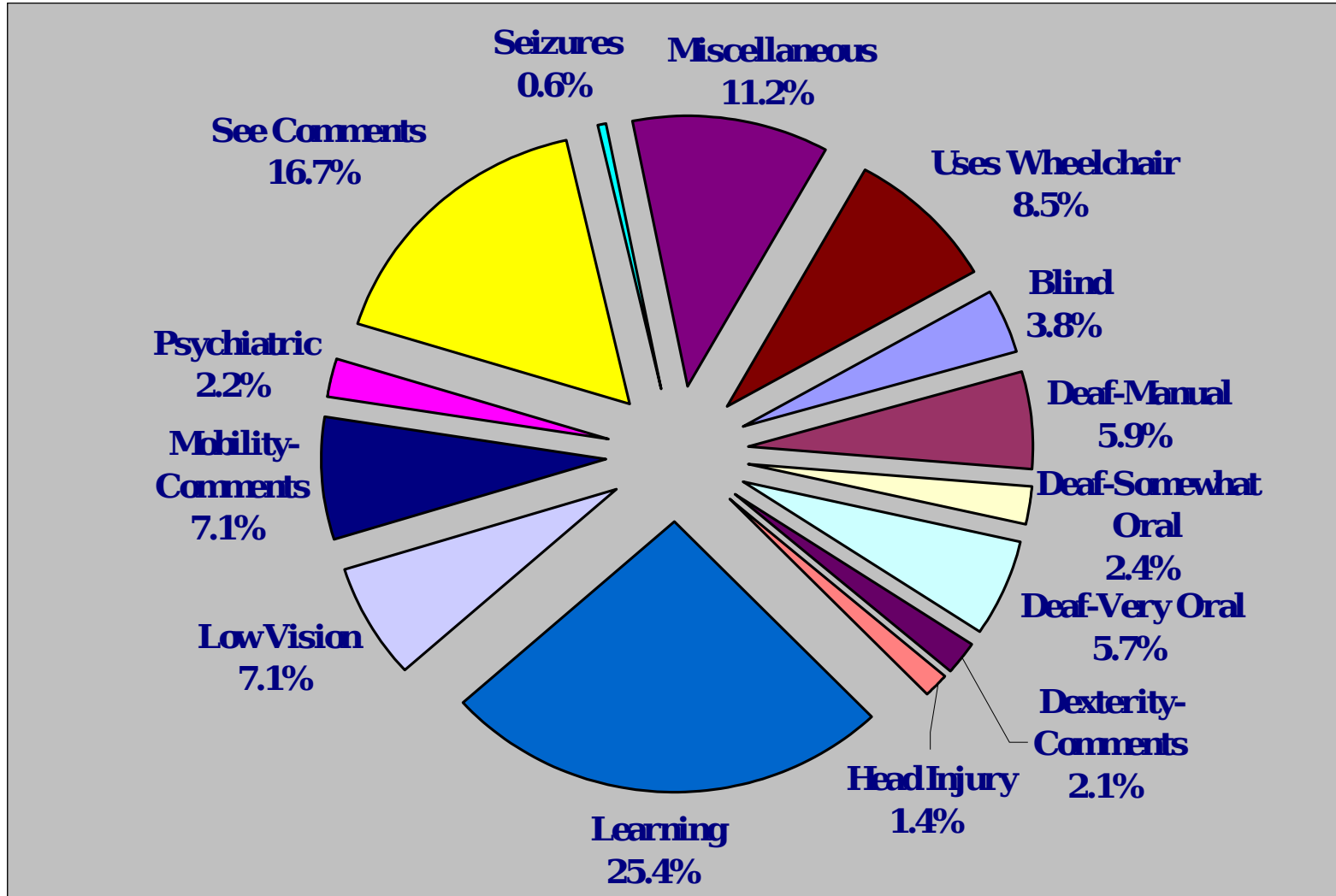


- History: Department of the Navy - 1976
- Status: WRP is co-sponsored by the Department of Labor and Department of Defense
 - Participation from Federal agencies and the private sector
- CAP covers the cost of accommodations for all WRP students participating in any Federal agency
- www.dol.gov/dol/ode/rc.htm
- www.wrpjobs.org



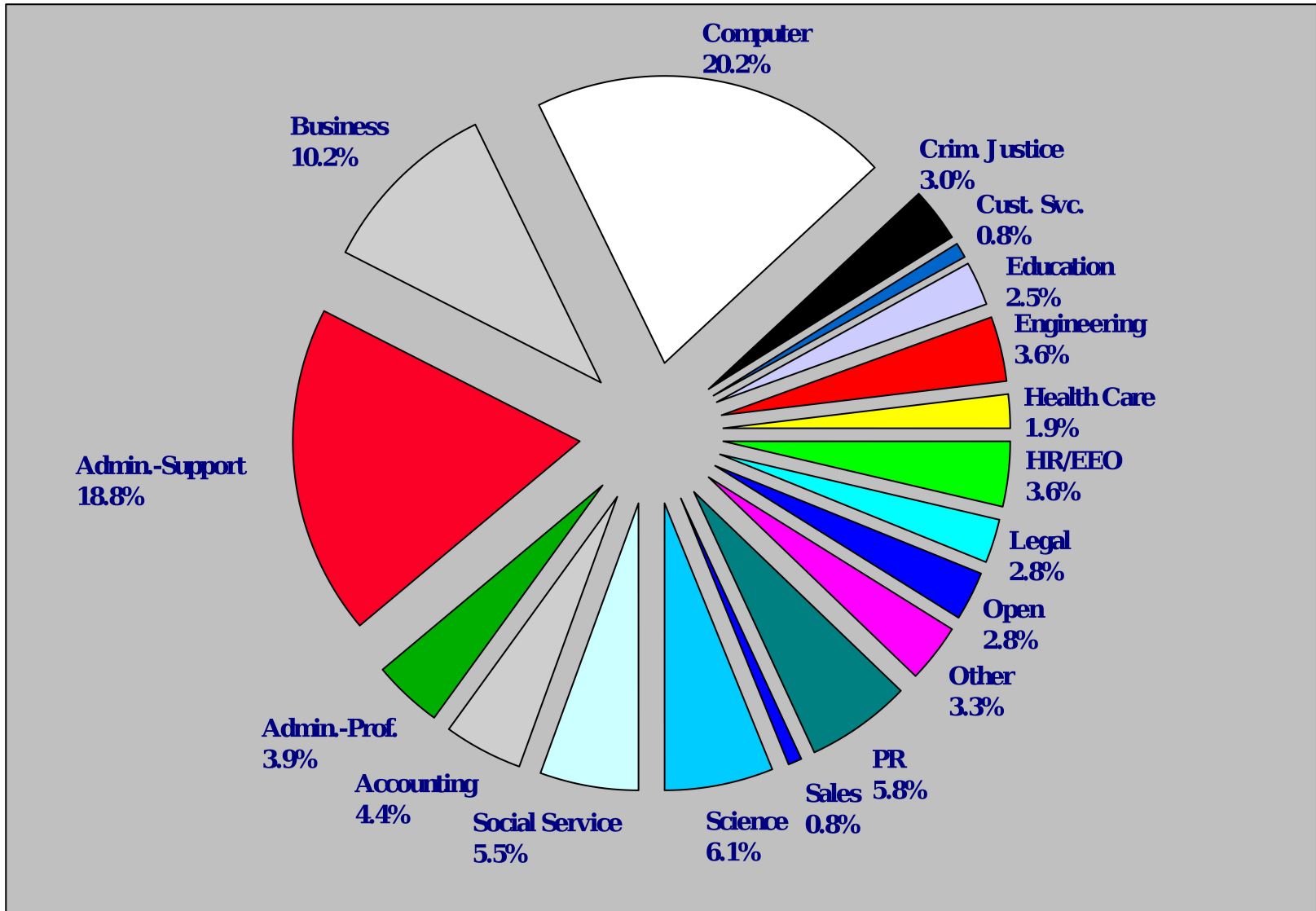


Interviewed by Disability - 2002



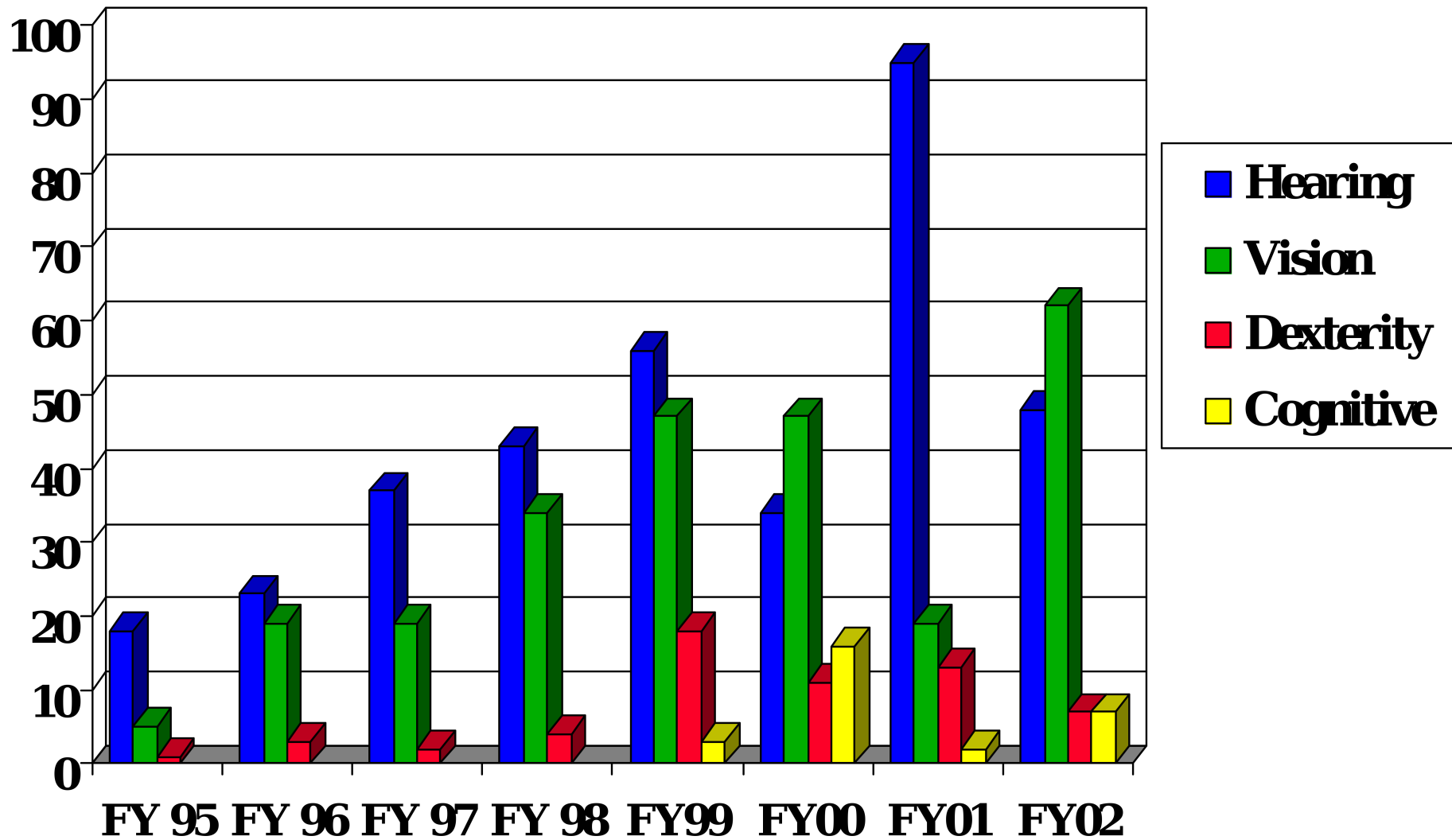


Hired by Position - 2002





WRP Accommodations





Office Ergonomics



- *Ergonomics is the field of study that seeks to fit the job to the person, rather than the person to the job.*
- This process is achieved by the evaluation and design of workplaces, environments, job tasks, equipment, and processes in relationship to human capabilities and interactions in the workplace.



Healthy Work Practices Program



Disability Prevention

- Target Audience
 - Employees, supervisors, and employees with disabilities that may develop ergonomic disabilities
- HWPP Information Dissemination
 - Training / workshops
 - Workplace Ergonomics Reference Guide & Slide Rule
- Needs Assessments and Demonstrations
 - CAP Website Needs Assessment Process
 - Individual/group evaluations
 - CAP Technology Evaluation Center (CAPTEC)



Disability Accommodation

- Target Audience
 - Individuals that have developed a Musculoskeletal Disorder,
Cumulative Trauma Disorder, Repetitive Stress Injury
or
Carpal Tunnel Syndrome





Workers' Compensation



- **Assist Workers' Compensation claimants in the return-to-work process**
 - Team with Workers' Compensation officials to evaluate needs of employee
 - Explore methods of working in a safer environment
 - Provide necessary accommodations to enhance productivity
 - Telework options



Telework/Flexiplace



Background

- Work away from central office one or more days per week
- Increase productivity, and accommodates employees with disabilities

Target groups

- Recipients of Workers' Compensation payments
- Persons who may be subjected to disability retirement
- Employees with disabilities who could be more productive and/or have accessibility issues

Equipment

- Assistive technology
- Computer hardware and software, fax machine, printer



CAP Resources



- Website
- CAP Technology Evaluation Center
- CAP Office

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Welcome to CAP! Providing real solutions for real needs to ensure people with disabilities have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal government is our mission. The Department of Defense established the Computer/Electronic Accommodations Program in 1990 to... [Learn More](#)

SPOTLIGHT

[National Training Conference Deaf and Hard of Hearing Government Employees](#)



Learn how CAP can support your employees on March 17th or at the event!

[CAP Training - Los Angeles](#)



FREE CAP training on Thursday, March 20, 2003, 2:30pm to 4:30pm in Los Angeles, CA. Please register for this

MORE NEWS

- [CSUN's 18th Annual International Conference](#)
- [A Symposium On Employee and Labor Relations \(SOELR\)](#)



CAPTEC



- CAP Technology Evaluation Center (CAPTEC)
- Assist individuals and supervisors in choosing appropriate computer and electronic accommodations
- Wide variety of assistive technology
- VTC Capabilities
- Located in the Pentagon





CAP is Accessible



- CAP Office 703-681-8813 (Voice)
 703-681-0881 (TTY)
- Fax 703-681-9075
- CAPTEC 703-693-5160 (Voice)
 703-693-6189 (TTY)
- E-mail cap@tma.osd.mil
- WWW www.tricare.osd.mil/cap